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Exam : **642-241**

Title : Unified Contact Center
Enterprise Design (UCCED)

Version : Demo

1.Which protocol does the Cisco Unified ICM use to interface with the Cisco Unified Communications Manager in the Cisco Unified Contact Center Enterprise solution?

- A. AXL
- B. SIP
- C. H.323
- D. JTAPI
- E. SOAP

Answer: D

2.How does Cisco Unified Contact Center Enterprise provide security to the system.?

- A. Microsoft Windows Active Directory is used to control access to the system.
- B. Microsoft SQL Server accounts and logins for all users are used to control access to the system.
- C. Cisco Synchronization Service is used to control access to the system.
- D. Administrator accounts for the system are encrypted and kept in the Cisco Unified Contact Center Enterprise database to control access to the system.

Answer: A

3.What is the impact of using a Call Type node in a routing script for the Cisco Unified Contact Center Enterprise system?

- A. The call type is changed and maintains the old data in the original call type.
- B. The call is reset to the new call type, like a new call with all counters reset to zero.
- C. There is no impact, the call type is only used for the initial script selection process.
- D. The call is reclassified and the system picks a new routing script based on the call type.

Answer: A

4.The process of sending pre-call data about a call to a targeted site in the Cisco Unified Contact Center Enterprise solution is known as which of these terms?

- A. pre-routing
- B. post-routing
- C. translation routing
- D. event-based routing
- E. service control routing

Answer: C

5.What is the recommended way to configure redundant Cisco Unified Communications Manager subscribers for Cisco IP phone registration in a single cluster for the Cisco Unified Contact Center Enterprise solution?

- A. add a redundant device pool to the Cisco Unified CallManager Group configuration
- B. add a second TFTP server to the cluster
- C. add an additional Cisco Unified Communications Manager subscriber to the Cisco Unified Communications Manager Group defined in Device pool of the Cisco IP Phone
- D. use an SRST reference in the device pool

Answer: C

6. Under which circumstances can the visible and private networks be converged in the Cisco Unified Contact Center Enterprise system?

- A. when QoS is enabled on both networks
- B. in cases in which there is gigabit bandwidth between sites
- C. under no circumstances
- D. when the Cisco Catalyst switch has dual power supplies

Answer: C

7. In a Cisco Unified Contact Center Enterprise deployment with geographically redundant central controllers, a new site is added with two new Admin Workstations as the only AWs at the site. What is the recommended configuration (AW type) for these two machines?

- A. 1 - Primary Distributor AW, 1 - Secondary Distributor AW
- B. 1 - Primary Distributor AW, 1 - Client AW
- C. 1 - Secondary Distributor AW, 1 - Client AW
- D. 2 - Client AWs
- E. 2 - Secondary Distributor AWs
- F. 1 - Primary Client AW, 1 - Secondary Client AW

Answer: A

8. What role does Cisco Unified Communications Manager play in the Cisco Unified Contact Center Enterprise solution?

- A. automatic call distribution
- B. integrated call distribution
- C. interactive voice response system
- D. call switching to agent and Cisco Unified IP IVR

Answer: D

9. When sizing the Cisco Unified Communications Manager cluster in a Cisco Unified Contact Center Enterprise solution with the Cisco Unified IP IVR, which factor must be taken into account?

- A. the number of dialed numbers configured in the Cisco Unified Contact Center Enterprise Call Router
- B. the maximum number of concurrent calls in progress in the Cisco Unified IP IVR, serviced by CTI ports
- C. the number of Run VRU script nodes executed by the Cisco Unified Contact Center Enterprise routing script once the call is terminated in the Cisco Unified IP IVR
- D. the total number of CTI route points, CTI ports, and BHCAs associated with the Cisco Unified IP IVR
- E. the maximum number of concurrent agents in the Cisco Unified Contact Center Enterprise system

Answer: D

10. Which function is not provided by the Cisco Gatekeeper software in a Cisco Unified Contact Center Enterprise deployment?

- A. to register H.323 endpoints and associate them with specific dialed numbers
- B. to provide CAC in a Cisco Unified Contact Center Enterprise multisite distributed call-processing deployment
- C. to control bandwidth utilization in a Cisco Unified Contact Center Enterprise multisite centralized call-processing deployment

D. to provide a GKTMP interface to a Cisco Unified ICM solution

Answer: C

11. In Cisco Unified Contact Center Enterprise 7.0.x and 7.1.x, which domain-level group is used to control access to Script Editor?

- A. Setup group
- B. Services group
- C. Configuration group
- D. Internet Script Editor group

Answer: C

12. When Cisco Unified Contact Center Enterprise is deployed with Cisco Unified IP IVR as the queue point, where does Ring No Answer treatment get defined?

- A. In the Cisco Unified IP IVR application editor script
- B. In the Cisco Unified Contact Center Enterprise Agent desk settings in ConfigManager
- C. In the re-query node in the Cisco Unified Contact Center Enterprise routing script
- D. In the Cisco Unified Communications Manager Call Forward No Answer setting

Answer: B

13. Which one of the following types of traffic from the PG to the central controller is considered high priority in the Cisco Unified Contact Center Enterprise solution?

- A. configuration requests
- B. skill group data
- C. routing and DMP control traffic
- D. Real-Time Monitoring

Answer: C

14. Which of the following is a true statement regarding the design and operation of a highly available Cisco Unified Contact Center Enterprise solution?

- A. Call processing must never occur on a Cisco Unified Communications Manager publisher, even in failover conditions.
- B. SRST is a Cisco Voice Gateway feature that allows agent phones and their associated CTI Desktop to home to the local SRST gateway in the event that the gateway loses connection with the Cisco Unified Communications Manager that is controlling it.
- C. When a Cisco Unified Contact Center Enterprise VRU PG fails, all calls in queue on that Cisco Unified IP IVR are dropped unless there is a default script loaded on the Cisco Unified IP IVR.
- D. If a Cisco Unified Contact Center Enterprise child system loses a WAN connection with the parent Cisco Unified ICM, it is not possible under any circumstances to queue newly arrived calls at that child.

Answer: C

15. In the Cisco Unified Contact Center Enterprise solution with clustering over the WAN, which statement is true about the Cisco Unified Communications Manager Peripheral Gateway duplex pair?

- A. Each side of the Peripheral Gateway pair (side A and side B) must be configured to point to a local and a remote CTI Manager across the WAN from the PG location.

- B. The PG private network may be shared with any other private connections—PGs or Call Routers/Loggers.
- C. The PG may use the highly available WAN connection between the sites (visible network) for all traffic—visible and private.
- D. The PGs must be co-located at one side or the other of the Cisco Unified Communications Manager cluster.

Answer: B

16. In the Cisco Unified Contact Center Enterprise solution with Cisco Unified Communications Manager clustering over the WAN, how is the private network for the Peripheral Gateways sized?

- A. The PG private network bandwidth is fixed at a T1 speed, regardless of call or agent volume.
- B. The PG private network bandwidth is based on the BHCA handled by the Cisco Unified Communications Manager.
- C. The PG private network bandwidth is based on the total number of agents on the Cisco Unified Communications Manager.
- D. The PG private network bandwidth is double that of the Router/Logger private network in the system.

Answer: B

17. In the Cisco Unified Contact Center Enterprise solution, what is the impact to the system if call queue times increase?

- A. Additional queue ports may be required to ensure that callers are able to be queued and hear appropriate treatment.
- B. No additional ports are required because the system will automatically put callers on hold in Cisco Unified Communications Manager waiting for a queue port to become available.
- C. Additional Cisco Unified Contact Center Enterprise Call Routers and Loggers are required.
- D. Additional Cisco Unified Communications Manager MTP resources are required to terminate media longer for callers in queue.

Answer: A

18. What role does the Cisco Unified ICM play in the Cisco Unified Contact Center Enterprise solution?

- A. plays music on hold and in queue for callers
- B. terminates media streams for agents and callers
- C. provides routing and queuing instructions for contacts
- D. records and stores voice calls for quality purposes

Answer: C

19. Which of the following statements is not correct regarding QoS and prioritization for traffic in a Cisco Unified Contact Center Enterprise deployment?

- A. QoS is only required when a customer does not have sufficient bandwidth to handle the Cisco Unified Contact Center Enterprise traffic.
- B. A network that is not prioritized correctly almost always has heartbeat timeouts or heartbeat problems.
- C. Large packets in a slow network can cause delay that results in the loss of one or more UDP heartbeats or TCP keepalive messages.

Answer: A

20.Which tool is used in Cisco Unified ICM to develop call flows for the Cisco Unified Contact Center Enterprise solution?

- A. Router Log Viewer
- B. Call Tracer
- C. Script Editor
- D. Config Manager
- E. Applications Editor

Answer: C